Onsite Registration process (effective March 1, 2018)

All registrations must be online, including onsite registration. Online registration will remain open through the end of each event. Onsite attendees will need to register using the online, onsite registration pricing. **No more paper registrations will be excepted onsite.** The registration price for onsite registration should be higher than for regular registration.

Prior to the event date, chapter event contacts should confirm WiFi availability onsite and obtain the WiFi password to use for onsite registration. Acceptable venues for HBA events should have WiFi or data networks available for use at the registration desk. In the unusual case that a venue does not allow onsite registration due to WiFi security concerns, onsite registration will not be allowed and must be specified on the event setup form.

Upon arrival onsite, attendees register on their smart phone or tablet. Those needing to register will need to step away from the registration desk and complete the process online using their mobile devices. Once the registration is completed, to gain admittance to the event, they show the registration desk volunteer their registration confirmation or receipt (which was emailed to them on their phones). If they registered before they arrived onsite (but after the regular pricing closed), they would have a copy of their receipt on their phones or tablets already.

Printed badges will NOT be available for onsite or late registrants. However, the registration volunteers will have badge stock available onsite on which to handwrite their names.

Please ensure onsite volunteer leaders are familiar with the following processes that could take place at the registration desk before arriving onsite:

- how to create a HBA account (in case the registrant is not in our system)
- how to join or renew membership (in case someone wants to do so on the spot)
- how to register for an event
- how to register someone else (in case an attendee needs help)

Benefits to online onsite registration:

1. Streamlining accounting and finance processes
   - funds distributed to chapters more quickly
2. Contractor workload
   - less administrative time spent processing paper registrations
   - no risk for credit cards being declined between event and processing
   - more accurate user information as user completes demographics (vs. HBA reading sloppy handwriting for data entry)
3. Improving the attendee experience
   - immediate receipts issued for their expense reports
   - immediately engages attendees who would not yet be in the system
   - allows onsite registration attendees to receive the post-event survey
   - increases credit card security by eliminating onsite paper forms
   - more professional feel for HBA and increased trust with customers around convenience and security
   - accurate profile information as user would fill out demographics online vs. reading sloppy handwriting
4. Improving volunteer experience
   - less complaints about credit card security than with paper process
5. Decreasing customer-facing inquiries
   - less emails about receipts not being sent after onsite registration